



**PROVIDER REPORT
FOR**

**THE SHARED LIVING
COLLABORATIVE
43 Highland Road
Merrimac, MA 01860**

May 03, 2021

Version

Public Provider Report

**Prepared by the Department of Developmental Services
OFFICE OF QUALITY ENHANCEMENT**

SUMMARY OF OVERALL FINDINGS

Provider THE SHARED LIVING COLLABORATIVE

Review Dates 3/3/2021 - 3/9/2021

Service Enhancement Meeting Date 3/22/2021

Survey Team Patty McCarthy
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Citizen Volunteers

Survey scope and findings for Residential and Individual Home Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Residential and Individual Home Supports	13 location (s) 16 audit (s)	Full Review	56/68 2 Year License 03/22/2021 - 03/22/2023		70 / 70 Certified 03/22/2021 - 03/22/2023
Placement Services	12 location (s) 14 audit (s)			Full Review	22 / 22
ABI-MFP Placement Services	1 location(s) 1 audit (s)			Full Review	22 / 22
Individual Home Supports	0 location(s) 1 audit (s)			Full Review	20 / 20
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

Survey scope and findings for Employment and Day Supports

Service Group Type	Sample Size	Licensure Scope	Licensure Level	Certification Scope	Certification Level
Employment and Day Supports	2 location(s) 6 audit (s)	Full Review	44/45 2 Year License 03/22/2021 - 03/22/2023		35 / 41 Certified 03/22/2021 - 03/22/2023
Community Based Day Services	1 location(s) 3 audit (s)			Full Review	14 / 14
Employment Support Services	1 location(s) 3 audit (s)			Full Review	15 / 21
Planning and Quality Management (For all service groupings)				Full Review	6 / 6

EXECUTIVE SUMMARY :

The Shared Living Collaborative has been providing Shared Living/Placement, Individual Home Supports (I H S) services to adults with disabilities living in the Northeast region of Massachusetts since 2007. Since then, agency added to its services to support individuals with Acquired Brain Injury (ABI). Since 2018, the agency also expanded its day services to include Community-Based Day Supports (CBDS) and Employment Supports.

The Department of Developmental Services Office of Quality Enhancement (DDS OQE) completed a full licensing and certification review of the agency's Residential/Individual Home Supports and Employment/Day Supports services. This review was conducted virtually.

The agency demonstrated success organizationally, in both licensure as well as certification and planning indicators. The agency demonstrated a commitment to the health and safety of individuals supported, placement providers and staff within the organization through its critical and strategic planning, the development of emergency protocols and response plans, and the purchase of adequate supplies of Personal Protective Equipment (PPE) in response and preparation for the Covid-19 pandemic. Agency staff trained, provided guidance and communicated with Placement service care providers on a frequent and ongoing basis to ensure understanding and safe precautions around COVID19, health care, and other matters.

Another organizational strength of the agency was observed within the domain of personal safety. The Shared Living Collaborative has effective systems to ensure allegations of abuse or neglect are reported to the Disabled Persons Protection Commission (DPPC), immediate action is taken to protect individuals when a complaint is filed, and to review action plan tasks related to complaints. The agency also has an effective system to track staff training.

Residentially, the homes were found to be clean, safe and met the needs of the individuals. All required inspections had been completed. Assessments for the safe use of equipment and appliances were completed, as well as for unsupervised time in the home and community. Additionally, individuals were being supported to remain physically active and eat healthy. All Shared Living Providers had been trained in the 509 Nutrition Guidelines and the agency had expanded its Meals on Wheels program to ensure all individuals and home providers had access to healthy meals. People were encouraged to exercise regularly by taking walks with their support staff and/or joining virtual groups offered by the agency in Tai Chi and yoga. Agency administrators and staff demonstrated their understanding and knowledge of the persons supported, their unique needs, medical histories, and everyday challenges.

The agency's dominant strengths within its residential services were observed in the domains of communication, supporting and enhancing relationships, and choice, control, and growth. For example, although community access and integration was limited over the past year due to the pandemic, the agency was creative in finding ways to ensure that individuals were still provided opportunities to socialize and participate in activities outside of their homes in ways that were safe. Festive holidays and important events were celebrated by decorating the agency's indoor and outdoor locations with lighted attractions for individuals to safely view. The agency also created social opportunities by offering activities such as bowling and miniature golf that were in well ventilated areas, followed all CDC guidelines and still allowed for individuals to engage with each other in small social ways outside of their homes.

The agency ensured that individuals had opportunities to maintain communication and contact with family, friends, and significant others. For example, individuals were provided with iPads and other varied methods of technology to call, text and video chat.

All staff and home providers had access to tablets to communicate with medical professionals when

they were engaged in telehealth visits or when public health guidelines prohibited them from accompanying individuals for in-person appointments or hospital visits.

There were some licensing areas that require additional attention within the residential services. The agency needs to place increased focus on ensuring individuals receive preventative health screenings, as outlined in the Preventative Health Recommendations in the DDS Health Promotion and Coordination Initiative. Additionally, the agency needs to ensure that all medication treatment plans contain required components and receive required reviews. The agency needs to ensure the timely submission of ISP assessments and Objectives for the ISP process, as well as ensure that money management and charges for care oversight is sufficient to ensure that the care providers meet all requirements. Lastly, the agency needs to ensure that the Human Rights annual training provided to individuals utilizes a complete curriculum inclusive of all human rights, the grievance process and how to file and to whom they can speak or file.

Regarding the agency's employment and day services, individuals were provided with opportunities to engage in social, recreational, and vocational opportunities based on identified interests. Individuals had opportunities to express satisfaction with the supports received, and the staff who supported them.

The CBDS and Employment staff were extremely well versed in the unique needs of the individuals surveyed. Assessments including an assessment of trauma history, ensured that support staff tailored their working style to each person's needs for communication and social stamina. For example, one CBDS individual's biggest barrier to future employment was anxiety and his misinterpretation of social cues. He had been supported to make great progress in getting along with his peers and with support staff through a gentle and gradual approach, taking into account what environments and communication style worked best for him. In this same area, the CBDS program supported all individuals extremely well in their development of appropriate interpersonal skills. A 'Staff Guidelines' document was in place for each person and was extremely thorough, respectful and individualized in the information present for staff to learn about how best to support each person.

In the CBDS "Shareability" program, individuals were supported to explore a wide range of interests, including riding lessons, arts and crafts, carpentry, soccer, hiking, swimming, dance lessons, horsemanship, animal care, culinary skills, baking, and farm stand related activities, such as packaging eggs and selling produce.

CBDS and Employment individuals had been extremely well supported during the pandemic to continue their participation in their programs as much as public health restrictions would allow. The agency utilized an indoor riding arena as it was heated and allowed for social distancing. Activities were offered via zoom. When Special Olympics soccer activities were put on hold, the agency hired a soccer coach so that interested individuals could still participate in a sporting activity which they enjoyed.

Within the agency's Employment Support Services, there were some areas for future enhancement. The service needs to offer a wider range of career exploration opportunities beyond the current enclave jobs available and the Interest Inventories. Focus needs to be on educating individuals on the benefits of competitive and integrated employment. Career plans should also include strategies for increasing individuals' level of independence, and plan for fading supports as skills increase.

Based on the findings of this survey review, The Shared Living Collaborative's Residential Services/Individual Home Supports service group met 82% licensing indicators, including all critical indicators and will receive a Two-Year License for Residential/Individual Home Supports. The agency met 100 % of certification indicators and is certified within this service grouping. The agency will also receive a Two-Year License for Employment and Day Supports, meeting 98% of licensing indicators, including all critical indicators. The agency met 85% of the certification indicators within this service grouping and is certified. The DDS OQE will conduct follow-up on those Residential/Individual Home

Supports licensure indicators that received a not met rating, within 60 days of the Service Enhancement Meeting. The Shared Living Collaborative will conduct its own follow up on the Employment/Day Support licensing indicator that was rated not met, within 60 days of the Service Enhancement Meeting.

LICENSURE FINDINGS

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Residential and Individual Home Supports	48/60	12/60	
Placement Services ABI-MFP Placement Services Individual Home Supports			
Critical Indicators	7/7	0/7	
Total	56/68	12/68	82%
2 Year License			
# indicators for 60 Day Follow-up		12	

	Met / Rated	Not Met / Rated	% Met
Organizational	8/8	0/8	
Employment and Day Supports	36/37	1/37	
Community Based Day Services Employment Support Services			
Critical Indicators	5/5	0/5	
Total	44/45	1/45	98%
2 Year License			
# indicators for 60 Day Follow-up		1	

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L10	The provider implements interventions to reduce risk for individuals whose behaviors may pose a risk to themselves or others.	For one of the three individuals surveyed, the agency did not have a plan to implement when her behaviors posed a risk to herself. The agency needs to ensure there are risk plans in place for all individuals whose behavior may pose a risk to themselves or others.
L35	Individuals receive routine preventive screenings.	In some instances, some individuals had not received some key screenings and immunizations. The agency needs to insure that its staff review recommendations outlined in the DDS Adult Screening Checklist with the individuals' health care practitioners to ensure that individuals are supported to receive these screenings.

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	The agency's "Statement of Human Rights and Grievances", which is reviewed with individuals and sent to guardians annually, was missing pertinent human rights information including, the individuals' right to vote, protection from private/public exploitation, the right to basic goods and services. Additionally, information on how to file a grievance and contact information was missing from the document. The agency needs to ensure that its human rights training and guardian documentation is inclusive of all rights, includes the names and contact of who they can contact when they have a concern, and should include how to file a grievance.
L63	Medication treatment plans are in written format with required components.	Medication treatment plans for those prescribed behavior modifying medications were missing two critical components, baseline and/or historical data and clinical indications for fading or terminating the medication. The agency needs to ensure that the plans include data from which to measure the success of the medication over time, and some criteria for re-evaluation, including a measure of success, and a plan to fade or discontinue the medication based on the re-evaluation.
L64	Medication treatment plans are reviewed by the required groups.	For two people with medication treatment plans, the plans had not been submitted for review by the ISP team. The agency needs to ensure that medication treatment plans are included in ISP's.
L67	There is a written plan in place accompanied by a training plan when the agency has shared or delegated money management responsibility.	In some instances where the agency had oversight of financial management responsibilities for individuals, money management plans were missing training plans for developing skills and assisting the individual to become more independent with money management. In other instances, the money management plans did not include information on the agency's role in assisting the individual with managing their funds, including monthly budgets and the agency's role in oversight.
L69	Individual expenditures are documented and tracked.	In some instances, receipts had not been obtained for expenditures exceeding \$25. In other instances, the agency was issuing checks from individuals' personal checking accounts to the home care provider for expenditures to be made by the individual. The agency needs to ensure that receipts are obtained for all purchases over \$25, and that it is not writing checks out to home care providers for money to be used by the individual for monthly expenditures.

Residential Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L70	Charges for care are calculated appropriately.	The charges for care notifications did not include how the charges were determined (calculations were not present). Charges for care notifications did not include the agency's process relative to those whose income was recurrent. The agency needs to ensure that the charges for care notifications include the calculations. The charge must be updated Annually or as circumstances change, including changes in recurrent income.
L71	Individuals are notified of their appeal rights for their charges for care.	Although the charges for care/room and board notification did include the right to appeal statement, it did not include an explanation of the appeal process and who to contact. The agency needs to include what the process is for appealing charges for care, and information on who to contact within the agency when there are questions relative to these charges.
L85	The agency provides ongoing supervision, oversight and staff development.	At some locations, the agency had not consistently provided adequate oversight and support to home care providers relative to oversight of systems. For example, in some locations, oversight of medical systems including missed required appointments and changes in medications had not been reviewed, and oversight of ISP implementation was not occurring. The agency needs to insure it provides home care provides adequate support and oversight to ensure these issues are identified and corrected, and that adequate training and review occurs as needed.
L86	Required assessments concerning individual needs and abilities are completed in preparation for the ISP.	In some instances, required assessments were not submitted within the required timelines. The agency needs to ensure that assessments are completed and submitted through HCSIS at least 15 days prior to the scheduled ISP.
L87	Support strategies necessary to assist an individual to meet their goals and objectives are completed and submitted as part of the ISP.	In some instances, support strategies had not been submitted in a timely manner. The agency needs to ensure that support strategies are completed and submitted through HCSIS at least 15 days prior to the scheduled ISP.

Employment/Day Areas Needing Improvement on Standards not met/Follow-up to occur:

Indicator #	Indicator	Area Needing Improvement
L49	Individuals and guardians have been informed of their human rights and know how to file a grievance or to whom they should talk if they have a concern.	The agency's "Statement of Human Rights and Grievances" , which is reviewed with individuals and sent to guardians annually, was missing pertinent human rights information including, the individuals' right to vote, protection from private/public exploitation, the right to hold their own possessions, the right to privacy, and to basic goods and services. Additionally, information on how to file a grievance was and contact information was missing from the document. The agency needs to ensure that its human rights training and guardian documentation is inclusive of all rights, includes the names and contact of who they can contact when they have a concern, and should include how to file a grievance.

CERTIFICATION FINDINGS

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Residential and Individual Home Supports	64/64	0/64	
ABI-MFP Placement Services	22/22	0/22	
Individual Home Supports	20/20	0/20	
Placement Services	22/22	0/22	
TOTAL	70/70	0/70	100%
Certified			

	Met / Rated	Not Met / Rated	% Met
Certification - Planning and Quality Management	6/6	0/6	
Employment and Day Supports	29/35	6/35	
Community Based Day Services	14/14	0/14	
Employment Support Services	15/21	6/21	
TOTAL	35/41	6/41	85%
Certified			

Placement Services Commendations on Standards Met:

Indicator #	Indicator	Commendations
C17	Community activities are based on the individual's preferences and interests.	<p>The agency is commended for the ways in which it supported individuals to access activities of interest throughout the past 2 years but especially throughout the state of emergency. Shared Living, in keeping with CDC guidance, created a number of outdoor and online events/activities accessible to all Shared Living individuals free of charge. The outdoor, socially distanced, events/activities included a holiday light stroll throughout the farm, a Halloween Spooktacular stroll, an outdoor bowling alley, miniature golf, hair salon, movie nights in the arena, pick your own blueberries patch, and the opening of the Georgetown farm where individuals and providers were encouraged to walk the property during non-work hours. Online events/classes created were yoga, thai chi, cooking, arts and crafts, wood working, driver's education, dance parties, social hour, and a relationship group where couples could attend and meet. Materials needed to participate in classes were prepared by the Shared Living staff and delivered to individuals. At a time where community activities have been significantly curtailed Shared Living rose to the challenge, adapted, and innovated resulting in social, recreational, and community activities available for all served.</p>

Employment Support Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C22	Staff have effective methods to assist individuals to explore their job interests.	<p>The agency utilizes a job interest survey as the means to assist individuals to explore their job interests. The agency needs to expand the number and types of methods available to assist individuals to explore job interests.</p>

Employment Support Services- Areas Needing Improvement on Standards not met:

Indicator #	Indicator	Area Needing Improvement
C26	Career planning includes an analysis of how an individual's entitlements can be managed in a way that allows them to work successfully in the community.	None of the three individuals had an analysis of how their entitlements could be managed in a way that allows them to work successfully in the community. The agency needs to ensure individuals have been informed and advised (i.e. BenePlan) on how their entitlements can be managed in a way that allows them to work successfully in the community.
C27	Individuals and families are encouraged and supported to understand the benefits of integrated employment.	None of the three individuals had received information or documentation to increase their understanding of the benefits of integrated employment. The agency needs to ensure individuals and families are encouraged and supported to fully understand the benefits of integrated employment.
C29	Individuals are supported to obtain employment that matches their skills and interests.	None of the individuals have been supported to obtain employment that matches their skills and interests beyond the enclave opportunities within their program. The agency needs to ensure individuals are actively supported to obtain employment beyond enclave opportunities that matches their skills and interests.
C30	Individuals are supported to work in integrated job settings.	None of the individuals have been supported to work in an integrated job setting beyond their enclave environment. The agency needs to ensure individuals are supported to work in integrated settings.
C34	The agency provides the optimal level of support to promote success with a specific plan for minimizing supports.	None of the individuals had a specific plan for fading or minimizing the level of supports needed to achieve greater independence without sacrificing the level of success already achieved. The agency needs to ensure each individual has a specific plan for minimizing supports.

MASTER SCORE SHEET LICENSURE

Organizational: THE SHARED LIVING COLLABORATIVE

Indicator #	Indicator	Met/Rated	Rating(Met,Not Met,NotRated)
Ⓜ L2	Abuse/neglect reporting	15/15	Met
L3	Immediate Action	12/12	Met
L4	Action taken	12/12	Met
L48	HRC	1/1	Met
L74	Screen employees	1/1	Met
L75	Qualified staff	2/2	Met
L76	Track trainings	10/11	Met(90.91 %)
L83	HR training	11/11	Met

Residential and Individual Home Supports:

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L1	Abuse/neglect training	I		1/1	14/14			1/1	16/16	Met
L5	Safety Plan	L			11/12			1/1	12/13	Met (92.31%)
℞ L6	Evacuation	L			12/12			1/1	13/13	Met
L8	Emergency Fact Sheets	I		1/1	14/14			1/1	16/16	Met
L10	Reduce risk interventions	I			2/3				2/3	Not Met (66.67%)
℞ L11	Required inspections	L			12/12			1/1	13/13	Met
℞ L12	Smoke detectors	L			12/12			1/1	13/13	Met
℞ L13	Clean location	L			12/12			1/1	13/13	Met
L14	Site in good repair	L			11/11			1/1	12/12	Met
L15	Hot water	L			11/12			1/1	12/13	Met (92.31%)
L16	Accessibility	L			12/12			1/1	13/13	Met
L17	Egress at grade	L			9/9			1/1	10/10	Met
L18	Above grade egress	L			5/5			1/1	6/6	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L21	Safe electrical equipment	L			12/12			1/1	13/13	Met
L22	Well-maintained appliances	L			6/6			1/1	7/7	Met
L26	Walkway safety	L			12/12			1/1	13/13	Met
L27	Pools, hot tubs, etc.	L			3/3				3/3	Met
L29	Rubbish/combustibles	L			12/12			1/1	13/13	Met
L30	Protective railings	L			10/10			1/1	11/11	Met
L31	Communication method	I		1/1	14/14			1/1	16/16	Met
L32	Verbal & written	I		1/1	14/14			1/1	16/16	Met
L33	Physical exam	I		1/1	13/14			1/1	15/16	Met (93.75%)
L34	Dental exam	I			13/14			1/1	14/15	Met (93.33%)
L35	Preventive screenings	I		0/1	10/12			1/1	11/14	Not Met (78.57%)
L36	Recommended tests	I		1/1	10/13			1/1	12/15	Met (80.0%)
L37	Prompt treatment	I		1/1	13/13			1/1	15/15	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
℞ L38	Physician's orders	I			5/5			1/1	6/6	Met
L39	Dietary requirements	I			4/4				4/4	Met
L41	Healthy diet	L			12/12			1/1	13/13	Met
L42	Physical activity	L			12/12			1/1	13/13	Met
L43	Health Care Record	I		1/1	11/14			1/1	13/16	Met (81.25 %)
℞ L46	Med. Administration	I			12/14			1/1	13/15	Met (86.67 %)
L47	Self medication	I		1/1	3/3				4/4	Met
L49	Informed of human rights	I		0/1	0/14			0/1	0/16	Not Met (0 %)
L50	Respectful Comm.	L			12/12			1/1	13/13	Met
L51	Possessions	I		1/1	14/14			1/1	16/16	Met
L52	Phone calls	I		1/1	13/14			1/1	15/16	Met (93.75 %)
L53	Visitation	I		1/1	13/14			1/1	15/16	Met (93.75 %)
L54	Privacy	L			12/12			1/1	13/13	Met
L55	Informed consent	I			1/1			1/1	2/2	Met
L61	Health protection in ISP	I			2/2				2/2	Met

Ind. #	Ind.	Loc. or Indiv.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L62	Health protection review	I			2/2				2/2	Met
L63	Med. treatment plan form	I			1/10				1/10	Not Met (10.0%)
L64	Med. treatment plan rev.	I			7/9				7/9	Not Met (77.78%)
L67	Money mgmt. plan	I		0/1	4/10			1/1	5/12	Not Met (41.67%)
L68	Funds expenditure	I		1/1	8/10			1/1	10/12	Met (83.33%)
L69	Expenditure tracking	I		1/1	6/10			1/1	8/12	Not Met (66.67%)
L70	Charges for care calc.	I		0/1	0/11			0/1	0/13	Not Met (0%)
L71	Charges for care appeal	I		0/1	0/11			0/1	0/13	Not Met (0%)
L77	Unique needs training	I		1/1	14/14			1/1	16/16	Met
L80	Symptoms of illness	L			12/12			1/1	13/13	Met
L81	Medical emergency	L			12/12			1/1	13/13	Met
L84	Health protect. Training	I			2/2				2/2	Met
L85	Supervision	L			9/12			1/1	10/13	Not Met (76.92%)

Ind. #	Ind.	Loc. or Individ.	Res. Sup.	Ind. Home Sup.	Place.	Resp.	ABI-MFP Res. Sup.	ABI-MFP Place.	Total Met/Rated	Rating
L86	Required assessments	I		0/1	7/12			1/1	8/14	Not Met (57.14 %)
L87	Support strategies	I		0/1	6/13			1/1	7/15	Not Met (46.67 %)
L88	Strategies implemented	I		0/1	13/14			1/1	14/16	Met (87.50 %)
L89	Complaint and resolution process	L						1/1	1/1	Met
L90	Personal space/bedroom privacy	I		1/1	13/14			1/1	15/16	Met (93.75 %)
L91	Incident management	L			11/12			1/1	12/13	Met (92.31 %)
#Std. Met/# 60 Indicator									48/60	
Total Score									56/68	
									82.35%	

Employment and Day Supports:

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L1	Abuse/neglect training	I	3/3		3/3	6/6	Met
L5	Safety Plan	L			1/1	1/1	Met
L6	Evacuation	L			1/1	1/1	Met
L7	Fire Drills	L			1/1	1/1	Met

Ind. #	Ind.	Loc. or Individ.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L8	Emergency Fact Sheets	I	3/3		3/3	6/6	Met
L9	Safe use of equipment	L	1/1		1/1	2/2	Met
℞ L11	Required inspections	L			1/1	1/1	Met
℞ L12	Smoke detectors	L			1/1	1/1	Met
℞ L13	Clean location	L			1/1	1/1	Met
L14	Site in good repair	L			1/1	1/1	Met
L15	Hot water	L			1/1	1/1	Met
L16	Accessibility	L			1/1	1/1	Met
L17	Egress at grade	L			1/1	1/1	Met
L20	Exit doors	L			1/1	1/1	Met
L21	Safe electrical equipment	L			1/1	1/1	Met
L22	Well-maintained appliances	L			1/1	1/1	Met
L25	Dangerous substances	L			1/1	1/1	Met
L26	Walkway safety	L			1/1	1/1	Met
L28	Flammables	L			1/1	1/1	Met
L29	Rubbish/combustibles	L			1/1	1/1	Met
L31	Communication method	I	3/3		3/3	6/6	Met
L32	Verbal & written	I	3/3		3/3	6/6	Met
L37	Prompt treatment	I	3/3		3/3	6/6	Met
L49	Informed of human rights	I	0/3		0/3	0/6	Not Met (0 %)
L50	Respectful Comm.	L	1/1		1/1	2/2	Met
L51	Possessions	I	3/3		3/3	6/6	Met
L52	Phone calls	I	3/3		3/3	6/6	Met

Ind. #	Ind.	Loc. or Indiv.	Emp. Sup.	Cent. Based Work	Com. Based Day	Total Met / Rated	Rating
L54	Privacy	L	1/1		1/1	2/2	Met
L55	Informed consent	I			3/3	3/3	Met
L77	Unique needs training	I	3/3		3/3	6/6	Met
L80	Symptoms of illness	L	1/1		1/1	2/2	Met
L81	Medical emergency	L	1/1		1/1	2/2	Met
L85	Supervision	L	1/1		1/1	2/2	Met
L86	Required assessments	I	3/3		1/2	4/5	Met (80.0 %)
L87	Support strategies	I	3/3		2/3	5/6	Met (83.33 %)
L88	Strategies implemented	I	3/3		3/3	6/6	Met
L91	Incident management	L			1/1	1/1	Met
#Std. Met/# 37 Indicator						36/37	
Total Score						44/45	
						97.78%	

MASTER SCORE SHEET CERTIFICATION

Certification - Planning and Quality Management

Indicator #	Indicator	Met/Rated	Rating
C1	Provider data collection	1/1	Met
C2	Data analysis	1/1	Met
C3	Service satisfaction	1/1	Met
C4	Utilizes input from stakeholders	1/1	Met
C5	Measure progress	1/1	Met
C6	Future directions planning	1/1	Met

ABI-MFP Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met
C14	Choices in routines & schedules	1/1	Met
C15	Personalize living space	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C20	Emergency back-up plans	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C49	Physical setting is consistent	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met
C54	Assistive technology	1/1	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C13	Skills to maximize independence	3/3	Met
C37	Interpersonal skills for work	3/3	Met
C40	Community involvement interest	3/3	Met

Community Based Day Services

Indicator #	Indicator	Met/Rated	Rating
C41	Activities participation	3/3	Met
C42	Connection to others	3/3	Met
C43	Maintain & enhance relationship	3/3	Met
C44	Job exploration	3/3	Met
C45	Revisit decisions	3/3	Met
C46	Use of generic resources	3/3	Met
C47	Transportation to/ from community	3/3	Met
C51	Ongoing satisfaction with services/ supports	3/3	Met
C54	Assistive technology	3/3	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	3/3	Met
C8	Family/guardian communication	3/3	Met
C22	Explore job interests	0/3	Not Met (0 %)
C23	Assess skills & training needs	3/3	Met
C24	Job goals & support needs plan	3/3	Met
C25	Skill development	3/3	Met
C26	Benefits analysis	0/3	Not Met (0 %)
C27	Job benefit education	0/3	Not Met (0 %)
C28	Relationships w/businesses	1/1	Met
C29	Support to obtain employment	0/3	Not Met (0 %)
C30	Work in integrated settings	0/3	Not Met (0 %)
C31	Job accommodations	3/3	Met
C32	At least minimum wages earned	3/3	Met
C33	Employee benefits explained	3/3	Met
C34	Support to promote success	0/3	Not Met (0 %)
C35	Feedback on job performance	3/3	Met
C37	Interpersonal skills for work	3/3	Met
C47	Transportation to/ from community	3/3	Met
C50	Involvement/ part of the Workplace culture	3/3	Met

Employment Support Services

Indicator #	Indicator	Met/Rated	Rating
C51	Ongoing satisfaction with services/ supports	3/3	Met
C54	Assistive technology	3/3	Met

Individual Home Supports

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	1/1	Met
C8	Family/guardian communication	1/1	Met
C9	Personal relationships	1/1	Met
C10	Social skill development	1/1	Met
C11	Get together w/family & friends	1/1	Met
C12	Intimacy	1/1	Met
C13	Skills to maximize independence	1/1	Met
C14	Choices in routines & schedules	1/1	Met
C16	Explore interests	1/1	Met
C17	Community activities	1/1	Met
C18	Purchase personal belongings	1/1	Met
C19	Knowledgeable decisions	1/1	Met
C21	Coordinate outreach	1/1	Met
C46	Use of generic resources	1/1	Met
C47	Transportation to/ from community	1/1	Met
C48	Neighborhood connections	1/1	Met
C51	Ongoing satisfaction with services/ supports	1/1	Met
C52	Leisure activities and free-time choices /control	1/1	Met
C53	Food/ dining choices	1/1	Met
C54	Assistive technology	1/1	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C7	Feedback on staff / care provider performance	13/14	Met (92.86 %)
C8	Family/guardian communication	14/14	Met
C9	Personal relationships	9/9	Met

Placement Services

Indicator #	Indicator	Met/Rated	Rating
C10	Social skill development	14/14	Met
C11	Get together w/family & friends	14/14	Met
C12	Intimacy	14/14	Met
C13	Skills to maximize independence	14/14	Met
C14	Choices in routines & schedules	14/14	Met
C15	Personalize living space	12/12	Met
C16	Explore interests	8/8	Met
C17	Community activities	13/13	Met
C18	Purchase personal belongings	14/14	Met
C19	Knowledgeable decisions	14/14	Met
C20	Emergency back-up plans	12/12	Met
C46	Use of generic resources	10/10	Met
C47	Transportation to/ from community	13/13	Met
C48	Neighborhood connections	11/11	Met
C49	Physical setting is consistent	12/12	Met
C51	Ongoing satisfaction with services/ supports	14/14	Met
C52	Leisure activities and free-time choices /control	14/14	Met
C53	Food/ dining choices	14/14	Met
C54	Assistive technology	11/13	Met (84.62 %)